**1.8 Closure**

There are 4 reasons for closing a CSR:

- Inactive-goals met;
- Died;
- Withdrawn; or
- Other

When closing a CSR, the file can only be closed as "goals met" if:

1. More than 50% of the goals have been met, and
2. The client has not died, moved, or withdrew from services prior to closure.

To further clarify, if the client dies, moves, or withdraws <u>before</u> the CSR is closed, it must be counted as died, moved, or withdrew (not "goals met"), no matter how many goals were met. One scenario is when the client has met their goals, but the ILS is unable to contact the client, a closure letter is sent with no response from the client. This case would allow the file to be closed as "goals met".

When the set goals in the Goals Module are accomplished or canceled, the record may be closed after first consulting with the client. Enter the reason for closing the record in the Demographics Module field REASON/LEAVE; and the date closed in field END DATE.

If the CIL intends to terminate services for a client receiving services under the ILP, the CIL must follow Part 4 of the Ineligibility Determination Form.

Place the CSR Closure Info Form-ILC in the CFR.

Implemented 11/20/2015